

**Iowa Department of Human Services
CHILD CARE CENTER COMPLAINT**

Name of Center: Kiddie Garden Day Care Center		Enrollment: 20	License ID: 4165000011
Street: 58962 380th St	City: Hastings	IA Zip Code: 51540	County: Mills
Mailing Address: PO Box 195			
Mailing City: Emerson		IA Zip Code: 51533	
Director's Name: Tracey Anderson & Rachelle Campbell		Center Phone Number: 712-824-7221	
On-Site Supervisors: Tracey Anderson		E-Mail Address: tjrda@netins.net	

Date of Complaint: 7/16/2013

Date of Visit: 8/5/2013

☒ Scheduled ☐ Unannounced ☐ NA

☒ Non-Compliance with Regulations Found ☐ Compliance with Regulations Found ☐ NA

RECOMMENDATION FOR LICENSE

[X] NO CHANGES to licensing status recommended

[] **PROVISIONAL** license from _____ to _____

[] SUSPENSION of License

[] REVOCATION of License

Summary of Complaint:

Informant states that Tracey Anderson grabbed a child by the wrist and left marks and that she was yelling at the child - the incident occurred on July 12, 2013.

Licensing Rules Relevant to the Complaint:

109.12(2) Discipline does not allow -- corporal punishment; punishment that causes humiliation, fear, pain or discomfort; locking children in an area or using mechanical restraints; associating with illness, toilet training, food or rest; or the use of verbal abuse, threats, or derogatory remarks about a child's family.

Inspection Findings:

Dan Dorrance of the Department of Human Services and myself met with Tracey Anderson and Chelle Campbell on 8-5-2013 at Kiddie Garden Day Care Center. We discussed the complaint with Tracey and Chelle. Tracey reported that they redirect the children by having the child take their finger and the staff will guide the child. Tracey said the child in question was difficult to redirect and she used the palm of her hand on the child's lower back to guide the child. She said the child in question was hitting, kicking and screaming on 7-12-13. She said she writes behavior issues on the child's daily sheet. Tracey said she didn't grab the child by the wrist nor did she see any marks on the child's wrist. Tracey said she hunched over by the child but not directly in the child's face and raised her voice at the child and she knows it sounded mean. She said the staff and children were outside most of the time on 7-12-13 in the morning until lunch time. Tracey said the children were playing cops and robbers on the playground and were using the playhouse as the jail - she said she has stopped letting the children play cops and robbers. The child in question has behavior problems with swearing, kicking, screaming and hitting staff and children. Tracey stated she had talked to the child's parents about the behaviors. Tracey stated she and the child's father were involved in a confrontation in the parking lot.

Chelle reported that the child in question had a horrible day on 7-12-13 as the child was swearing, and throwing toys - and the child

was put in time out. Chelle reported that the child didn't have any marks.

Special Notes and Action Required:

I am recommending that staff use incident reports for behavior problems that are warranted - include information such as meetings with the parents, problems that arise such as confrontations etc...

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Staff need to be aware of how they are reacting to children and if they are getting too frustrated they need to take a break and think of other ways of dealing with children. Staff can't yell at the children or use physical discipline.

Consultant's Signature:

Date:

10/17/2013

A handwritten signature in black ink, appearing to read "Holly George-Land". The signature is written in a cursive, flowing style with some loops and flourishes.